



Date Based Pricing FAQs

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GENERAL FAQ

Q: What is date based pricing?

A: We've launched date-based pricing to give our guests more flexibility when planning a visit to Universal Orlando Resort, allowing them to select the best time to visit to suit their needs. Pricing is determined by a specific date selection at the time of purchase. Every transaction requires calendar date selection, starting with first date of visit. When selecting a ticket product to visit the parks, the price will be based on the date of their visit to Universal Orlando Resort. Therefore, the first day determines the total price of the ticket.

Once a start date is selected, the total ticket cost appears along with a validity window. The total ticket cost is calculated by the start date value.

Q: When will date-based pricing going live?

A: Date-based pricing will go live on August 18, 2020.

Q: Will all tickets be subject to date-based pricing?

A: While the majority of ticket products will utilize the date-based pricing model, there may be promotional ticket products, flex ticket products, and other offers that do not.

Q: Who can make changes to tickets once they are purchased? What is the process?

A: Your clients will be able to make modifications to the usage date for their date-based tickets after they are purchased. Prior to arrival, Travel Advisors can make changes on VAX Vacation Access, or by calling the Travel Advisor Dedicated Team at the Guest Contact Center at (800) 224-3838. During travel, guests can make changes using the "Guest Self Service" feature in the Official Universal Orlando Resort App – your clients will need to create an account in order to utilize this feature within the app if they do not already have one.





Q: Will Florida Resident tickets be date based?

A: Yes, as of 8/18/20, Florida Resident tickets will also be date-based, and there will be updates to the validity windows depending on the ticket type.

Q: What if a Guest has no idea when they plan on visiting the park but wants to buy a ticket?

A: Flex ticket products will be available for guests who wish to purchase a ticket, but don't have a specific date in mind for their visit. Flex products are valid for one year after they are printed and allow for maximum flexibility. Flex ticket products and prices can be viewed at VAXVacationAccess.com/UPRV.

Q: What if a Guest can't find the Guest Self Service feature on the mobile app?

A: Guests should ensure that the latest version of the app is downloaded on their device.

Q: Will a date-based ticket guarantee admission if the parks hit capacity?

A: While Guests with date-based tickets will be given priority entrance to the theme parks throughout the day, we cannot guarantee admission to any guests if the parks hit capacity.

